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**ASSESSING EMERGENCIES INVOLVING CIVILIANS DISPLACED BY CONFLICT**

**prepared for United Nations Development Programme**

**by**

**INTERTECT RELIEF AND RECONSTRUCTION CORPORATION**  
**Dallas, Texas, USA**

## **ASSESSING EMERGENCIES INVOLVING CIVILIANS DISPLACED BY CONFLICT**

### **INTRODUCTION**

This chapter provides guidelines for the resident coordinator/representative and the UN-DMT for assessing, analyzing and reporting on conflict-induced displacement. It also contains guidelines for the resident coordinator/representative for establishing an assessment team and coordinating international assistance to displaced populations. This section complements the executive summary and should be read in conjunction with Annex 6.

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## ROLES OF VARIOUS PLAYERS

### ROLE OF UNITED NATIONS AGENCIES

#### Legal and Institutional Basis for UN Involvement

In 1988, the United Nations General Assembly called on the secretary general to study the need for creating an international mechanism to coordinate assistance programs for internally displaced people. By 1990, the General Assembly had passed a resolution (44/136) "assigning the United Nations resident coordinators the function of coordinating assistance for internally displaced persons, in close cooperation with Governments, local representatives of donor countries and United Nations agencies in the field." The secretary general has also called for preventive measures and preemptive action to avoid displacement, including addressing "root causes."

While relief and assistance are critical to the well-being of the displaced, they must also be protected from human-rights abuses by government authorities, armed civilians or opposition groups. Often violations are overt. Others are a result of government policies that restrict or impede assistance from reaching them. To date, no new resolution has called for specific measures to protect the displaced's human rights.

Although the UN-DMT structure works directly with the displaced in emergency situations, the problem often requires the use of development resources. For example, during a conflict, when populations are moving to or from agricultural or urban areas, development programs may be suspended, refocused or expanded. As relief needs decline, development assistance to the displaced becomes a greater issue, and as citizens of the country, displaced persons have a right to such assistance.

#### Resident Coordinator/Representative

As a result of resolution 44/136, the UN created the Office of the Senior Advisor to the Administrator on Humanitarian Affairs, in part to place additional focus on displaced persons.

In 1989, the secretary general effectively designated UNDP as the lead agency for coordinating relief to the displaced. He formally designated the UNDP resident representative, who serves as UN resident coordinator and UNDRO representative, to be the focal point for coordination and relief. This appointment reflects the growing awareness that assistance to the displaced requires the application of development resources.

In protracted conflict-induced emergencies involving displaced persons, the resident coordinator/representative not only acts as UN-DMT convener and disaster coordinator, but he/she must consider security issues, reconstruction needs, long-term logistical requirements and the integration of displaced persons into local development programs.

### **Department of Humanitarian Affairs**

In December 1991, the UN created the Department of Humanitarian Affairs (DHA) under resolution 46/182. Its mandate is to facilitate relief efforts for victims of complex emergencies, which often involve conflict and invariably result in population displacement. DHA in New York is concerned with political issues involved with disasters, and DHA-UNDRO in Geneva addresses emergency operations management. It has three mechanisms to assist in promoting interagency collaboration: the Inter-Agency Standing Committee, Inter-Agency Working Group and Inter-Agency Support Unit. DHA-UNDRO may also establish temporary Special Emergency Units to address specific situations, such as the Special Emergency Programme for the Horn of Africa, the Drought Emergency in Southern Africa Programme and the Special Humanitarian Programme for Iraq.

### **UNDP**

UNDP focuses primarily on development-related aspects of disasters. To provide assistance, the UNDP field offices have a number of staffing models. In exceptionally large emergencies, such as in Somalia, Ethiopia, Mozambique and Sudan, the UN has established special emergency units in UNDP offices and mandated the staff to focus exclusively on problems caused by the emergency. In other situations, UNDP has simply created a special post for an "emergency officer" to advise the resident coordinator/representative and prepare plans and projects in cooperation with the government and the donors. In all cases, the resident coordinator/representative designates a "disaster focal point" to serve as secretary and information coordinator for the UN-DMT.

### **United Nations Disaster Relief Office (UNDRO)**

The United Nations Disaster Relief Office is represented on a permanent basis by the resident coordinator/representative at the country level. It supports the resident coordinator/representative by providing technical assistance, contracting for emergency services and providing logistical support. Through the resident coordinator/representative, UNDRO also mobilizes and coordinates international relief efforts and issues consolidated appeals. UNDRO participates in all important UN interagency coordination groups.

## UNICEF

Because of UNICEF's unique mandate to assist children anywhere they are in need, the organization often becomes involved in providing assistance to the displaced in areas outside government control, for example, in Kampuchea in 1979-1980. It may also provide assistance to displaced persons in government-held zones. Because of its strengths -- caring for children, feeding vulnerable groups, reunifying families and providing clean water and sanitation -- UNICEF is often involved in helping the displaced in the settlements and temporary camps where they have moved.

## World Food Programme (WFP)

The role of the World Food Programme is to provide food to governments or, in some cases, to non-governmental organizations (NGOs) assisting the displaced. If the displaced are in government-controlled areas, emergency food aid may be provided through government channels. If, however, the people are residing in areas outside government control, the food will normally be provided through UNICEF, the International Committee of the Red Cross (ICRC) or NGOs.

WFP has established an emergency unit at its headquarters in Rome. This unit provides assistance to the WFP representative in determining emergency needs, managing international logistics and coordinating with donors at the international level.

## World Health Organization (WHO)

The World Health Organization is the medical and public health arm of the UN system. Its representatives help the local Ministry of Health or public health authorities formulate and execute programs to ensure that the displaced receive proper medical attention and public health support. One of its most important functions is establishing epidemiological surveillance over the displaced population so that disease threats can be identified, detected and controlled. In Latin America and the Caribbean, WHO's Pan American Health Organization (PAHO) has proven extremely effective in helping develop medical and health intervention for the displaced.

Both WHO and PAHO have established emergency sections in their headquarters in Geneva and Washington, respectively. These offices can provide technical support and information during emergencies.

## United Nations High Commissioner for Refugees (UNHCR)

While the United Nations High Commissioner for Refugees's mandate does not extend to displaced persons specifically, the agency has been able to provide relief and protection in a number of cases, particularly when it has been helping returning refugees in the same area as the displaced.

In some cases, UNHCR has been able to extend assistance under a clause in its mandate that permits it to use its "good offices" to help people affected by conflict if the government of the country in which the people reside request help. For example, in Sri Lanka in the late 1980s, UNHCR assisted returning displaced persons as well as refugees repatriating from India. In Zimbabwe, UNHCR's interventions led to a repatriation and resettlement program for both internal and external returnees. The integration of all returnees into a single program resulted in a speedy and successful process of return.

### Other UN Agencies

From time to time, other UN agencies may become involved in providing assistance to the displaced. For example, the International Labor Organization (ILO) may be called on to assist the UN assessment team or to develop projects to provide employment to the displaced under its Special Public Works Program. The Food and Agricultural Organization (FAO) has often been asked to assist the displaced in establishing agriculture or livestock projects to provide them with income. Organizations such as the Economic Commission for Latin America (ECLA) or the Economic and Social Commission for Asia and the Pacific (ESCAP) have also studied employment generation.

## OTHER ORGANIZATIONS

### International Organization for Migration (IOM)

The International Organization for Migration is an agency that has become increasingly involved in the problems of displaced persons. Its mandate directs it to assist governments in dealing with the problems of migration, both internal and international. In recent years, it has conducted a number of studies on the impact of crisis-induced migration and has provided assistance to some governments in dealing with large-scale population movements caused by conflict.

### International Committee of the Red Cross (ICRC)

International agreements mandate the International Committee of the Red Cross to provide assistance to civilians in conflict zones outside government control. ICRC's mandate is both unique and specific. Its functions are spelled out under various Geneva accords that have been signed by the majority of the international community.

To remain neutral and even-handed, ICRC usually provides assistance to non-combatants on both sides of a conflict. Therefore, ICRC may be operational in many of the same areas in which UNDP is providing assistance to the displaced in government-held areas and garrison towns.

## Non-Governmental Organizations (NGOs)

Non-governmental organizations are often the front-line implementing agencies providing assistance to the displaced. NGOs are principally service agencies. Most specialize in a particular service, such as nutrition programs, medical care or social services, which they can provide quickly and effectively, even in remote locations. However, because of this specialization, several important areas are often not addressed, such as water and sanitation, large logistical operations and post-emergency integration of the displaced into new communities.

NGOs are often the source of innovative approaches to dealing with the problems of the displaced, and their flexibility permits them to experiment with new ideas that may be tailored to specific needs.

Donors such as the U.S. Agency for International Development (USAID), the European Community (EC) and many European governments prefer to implement their programs through international NGOs.

## DONOR COUNTRIES

Several of the larger donor countries have specialized agencies that deal with the problems of displaced persons. For example, USAID's Office of US Foreign Disaster Assistance (OFDA) in Washington often provides funding and technical assistance to USAID missions to develop and support programs for the displaced. However, in most cases, the donors channel their funds through the national government, NGOs or UN system.

Donors may provide aid in the form of cash, equipment, technical assistance or relief supplies.

## NATIONAL GOVERNMENTS

Although the government has ultimate responsibility for providing assistance to its displaced persons, the execution of such relief efforts is a delicate issue. If the government is a player in the conflict, it may continue to hold some animosity for the people displaced by the strife and thus may not provide adequate assistance and protection. The government or paramilitary organizations may be involved in human-rights abuses and forced relocation efforts.

However, government officials should understand that proper care for the displaced will contribute to a more positive view of the government and to a faster resolution of the conflict. When the displaced are primarily ethnic minorities, the government should take a more indirect role in relief efforts to those communities. Generally, the closer the displaced settlement is to the conflict zone, the less involved the government should be, allowing neutral NGOs to play the larger role. Since governments usually are not adept at camp operations but can provide municipal services, a division of assistance along these lines works well.

Should the government be involved in human-rights abuses or deny the displaced their rights as citizens, contention between the government and international agencies will likely ensue. The UN should develop an assistance program that allows NGOs to continue providing relief to the displaced while avoiding further erosion of the relationship with the government.

The financial cost of long-term care for displaced populations often quickly depletes government emergency funds, causing the government to rely even more on outside assistance.



## CHARACTERISTICS OF CONFLICT-INDUCED DISPLACEMENT

### DEFINITION

In this manual, displaced persons are defined as *non-combatants, both individuals and families, who have been forced to leave their homes because of the direct or indirect consequences of conflict but who remain inside their country.*

### REASONS FOR CONCERN

There are approximately 20 million people displaced by conflict in the world today. Some of them have been forcibly relocated by their governments; others fled persecution, violence or ethnic strife. Unlike the 15 million people who annually cross international borders and are thus under the mandate of the UNHCR, displaced persons have no international protector. Because they remain within their country, they are still under the protection of a government that may be the source of the conflict.

Their presence in a new place of settlement often disrupts existing economic and social stability, causing animosity and volatility in the host population and spreading the conflict. The displaced, therefore, may relocate several times in search of employment, food and social harmony.

The cost of providing humanitarian assistance to the displaced for a prolonged period can further disrupt an already stressed economy. Environmental degradation occurs when many people construct and live in temporary shelters, taxing and fouling the water system and straining the local resources. Unfortunately, the cause of displacement usually is not temporary; it can continue for years.

### DIFFERENTIATING REFUGEES FROM DISPLACED PERSONS

Refugees are the responsibility of the host state and the international community, whereas displaced persons remain under the protection of their own government. If the government is involved in the civil unrest, it is now responsible for the care of individuals whom it helped displace. Consequently, the authorities may view the displaced as undesirable insurgents and contributors to urban migration. The government may, therefore, provide inadequate assistance or even invoke further dissension.

Refugees have few individual rights, whereas the rights of displaced persons as citizens of their country remain intact, including the right to work, to government assistance and to an equal share of development funds.

Civil unrest can continue for years, leaving many people living in temporary dwellings, but victims of natural disasters usually return to their homes quickly. Conditions may worsen as the conflict persists and the number of displaced increases.

## TYPES OF DISPLACEMENT

Conflict-induced migration can be divided into several classifications:

- *Violence-induced evacuation.* This is a sudden departure resulting from direct violence and is typically associated with military operations. People flee their homes with few possessions and go to the nearest safe area, usually a camp or garrison town. These people are often in poor condition when they arrive and need more assistance than other groups of displaced, requiring food, shelter, clothing and health care. Families are often separated, and they need time and assistance in reuniting members.
- *Emulating migration.* These people feel compelled to leave, because others in the same social and ethnic class are doing so. They also go to the nearest safe area, such as camps and garrison towns, but they tend to take more time departing and thus take more possessions with them. This group is the most likely to return home.
- *Precautionary displacement.* This occurs when people decide to move before the situation worsens. They leave because they want to avoid violence or particular repercussions of the conflict, such as conscription, or because they want to depart in an orderly fashion, selling their assets while a reasonable market still exists. Working-age males often leave first; other family members follow as the men find employment. Precautionary migration tends to increase at the end of the harvest season and to peak two or three months afterward.

This group makes up the majority of the displaced in conflict situations. Because they prepare for their departure, they have assets, funding and transportation for their journey and commonly have a predetermined destination. They often head for the cities, usually locating in squatter settlements. It can be difficult to differentiate between the displaced and earlier residents in the settlement. During the first six months, the displaced typically are worse off than their neighbors; after that time, however, they usually become fully integrated into the settlement.

Precautionary migrants require less emergency assistance and more short-term ancillary help, such as employment. Because they live amid relative poverty, it is important that the assistance is available to all squatter residents, not just the displaced. The government is often reluctant to help in these circumstances, because the displaced contribute to rural-to-urban migration, swelling unplanned settlements. Their presence can be disruptive, bringing with it all the elements of the larger conflict in a microcosm of the war.

- *Economically induced migration.* Another large group of displaced persons leaves home because of economic factors: the cost of living has increased because of basic commodity shortages; the local economy and the macroeconomy have collapsed; there are no employment opportunities; there are no buyers for merchants' goods. Like the precautionary migrants, the economically induced migrants may wait until the end of the harvest to leave, after farmers have determined they do not have enough grain to survive until the next harvest or animals to sell for cash.

They, too, prepare for their departure and have some assets, unless they have delayed leaving until the last moment. They may go directly to labor poles (an area where there has been an established need for workers, such as a mine or a large-scale agricultural scheme) in search of employment and often follow a pattern similar to the precautionary migrants, ending their journey in squatter settlements in the capital or other urban areas. Development programs thus are generally more applicable to this type of displacement as opposed to emergency assistance.

- *Secondary displacement.* In settlements where displaced persons are living, the migrants themselves may leave, or those already living in the community may depart. This can be attributed to several factors: One, the displaced may bring with them all the unresolved issues of the conflict, causing disruption in the new settlement. Two, an increase in population brings corresponding increases in competition for resources and in pressures on services. And, three, if there is a limited number of jobs, the large influx of laborers may depress the wages sufficiently to cause previous workers to leave in search of higher pay.

## PATTERNS OF MOVEMENT

People generally move away from conflict. Those fleeing a violent situation will go first to the nearest safe area. This could be a camp established for displaced persons, a spontaneous settlement on the edge of a town or a garrison or a community controlled by government forces in the midst of the conflict area. There, the violence-induced displaced may regroup before moving to a larger town in search of work, eventually continuing on to a labor pole and then to the city. In contrast, precautionary and economically induced migrants tend to go first to labor poles or cities.

Migration routes are influenced by:

- Location of the violence
- Traditional rivalries
- Localized conflicts
- Tribal and ethnic areas
- Seasonal migration routes

Choice of destination is influenced by:

- Location of the nearest sanctuary
- Location of escape routes
- Location of family members and friends
- Location of tribal or ethnic groups
- Location of perceived income possibilities

People will stop moving when they have reached a location where they think they can earn enough money to survive for a while. In the early stage of migration, sanctuaries can provide assistance. Spontaneous settlements and farms may have enough work initially to cover most basic needs. Eventually, however, the market may become saturated as more people arrive; many of the displaced will move on to labor poles and then to urban centers.

Families that evacuate quickly from the threat of violence carry few possessions or staples and often travel at night. A long journey may cause nutritional and health deterioration. Those leaving in anticipation of a worsening situation, on the other hand, take enough supplies to withstand the trip. They may venture into communities to sell goods along the way, though they, too, may travel at night to avoid bandits. They usually follow traditional migration routes.

Some people will eventually return to their homes. Those involved in agriculture may return seasonally to work the land and then leave again. Others return when:

- They believe there is adequate security at home.
- There is a lull in the fighting.
- They believe employment opportunities are better at home.

Those most likely to return are:

- Urban dwellers
- Displaced persons living close to the transition zone
- Agricultural workers who fear losing their land

However, the likelihood of returning depends in part upon the amount of time they have been away, the amount of indebtedness they incurred while gone and the amount of infrastructure remaining at home.

## WHERE AND WHAT TO LOOK FOR

People abandoning their homes can be found:

- Along traditional migration, nomadic and trade routes
- Camped along major rivers, since they can provide an avenue of escape and a source of water for animals (The river may also present an obstacle to continuing the journey.)
- In camps, garrison towns, spontaneous communities, labor poles and squatter settlements in major cities, depending on the type of displacement

### Camps

Camps are an initial destination point for the violence-induced and emulating displaced. They are usually located near the conflict zone and are primary centers for the distribution of humanitarian aid. The size of the camp depends on the assistance provided, the security of the area and the policy of the government toward the displaced. Governments often try to keep the displaced in the camps.

The establishment of camps should be avoided wherever possible, since they usually offer few employment opportunities and consequently can contribute to the breakdown of self-esteem and the normal social network. They also foster dependency on assistance.

What to expect:

- People in weak physical condition
- People with physical injuries from fighting and human-rights abuses
- Specific physical problems among women and children under five years of age
- Broken families (The men have either been killed, have remained behind to fight or work or have left in search of employment.)
- A high number of women and unaccompanied children
- The full range of needs, including food (bulk rations and possibly supplementary and/or therapeutic feedings), clean water, health care (immunizations are extremely important) and shelter

What to consider:

- The threat of physical violence from government or paramilitary organizations
- The need for clothing and basic sanitary and personal items

## Garrison Towns/Spontaneous Settlements

Other initial destination points are settlements made up entirely of displaced persons. These could be small colonies of people fleeing violence near their homes of origin; they are likely to be close to towns housing people of similar ethnic, cultural or linguistic backgrounds. The government may also establish and run garrison towns within the conflict area. The higher the level of violence, the more quickly both develop. The displaced living in settlements rely initially on shared housing, food and water from the surrounding community, which can put serious strains on the local economy. It is thus important to assess the market situation to determine the prices and accessibility of goods.

Because the displaced don't intend to stay, they usually construct inadequate housing, which quickly becomes overcrowded; the increased numbers also tax the water supply. It is therefore important to identify government-selected sites offering adequate services before such towns develop. It is also important to recognize the beginnings of spontaneous formations and provide development plans and services before overcrowding and poor health become issues. If children living in crowded conditions lack immunizations, disease can spread rapidly among them. Measles are particularly serious.

### What to expect:

- Overcrowding
- Poor sanitary conditions
- High infant mortality
- High rate of disease from poor water and sanitation and the influx of new people in crowded living conditions
- Difficult access to clean water
- Difficult access to food
- Underemployment
- Full range of needs, initially including bulk rations, clean water, health care and building materials for shelter

### What to consider:

- Whether areas are expanding rapidly
- Whether the town is besieged (If it is, expansion is limited and jobs are finite.)
- What the economic conditions are, including market prices and food supply
- Whether infant mortality and morbidity are high (They are indicators of overall population health.)

Note: all surveys should be conducted at night since men work or look for work during the daytime.

## Labor Poles

Labor poles might include highly mechanized agricultural schemes, labor-intensive farms and mines. They usually attract precautionary and economically induced migrants as well as those leaving the camps and garrison towns in search of work. The influx of cheap workers eventually saturates the job market and drives wages down. This causes secondary displacement: original workers and displaced alike eventually leave and go to the cities in search of higher pay.

What to expect:

- Transitory population
- More families remaining together than in camps, garrison towns and spontaneous settlements
- Higher proportion of men
- Overcrowding
- Underemployment
- Exploitation of children
- Secondary displacement
- Higher infant-mortality rates
- Ancillary needs (medical support, bulk food, water costs)

What to consider:

- Which industry is attracting the displaced
- Whether the growth in population causes spin-off employment
- How wages have changed since the influx of displaced persons
- Whether children are being exploited
- Whether there is much secondary displacement
- What the infant mortality and general morbidity situation is
- The number of NGOs likely to be working in the area
- Whether the government will be reluctant to supply services

## Cities

Precautionary and economically induced displaced as well as many violence-induced and emulating migrants eventually move to squatter settlements on the periphery of major cities. Most of them are seeking work and sometimes escape from hostility. They tend to settle in areas where they have friends and relatives or find people of like ethnic and linguistic backgrounds. Already-settled families will often take in the newly arrived displaced.

Superficially, populations of the displaced are difficult to distinguish from other squatters, particularly after the first six months. It is therefore important to locate pockets of new arrivals in squatter settlements and equally important to provide assistance to all residents in the community.



What to expect:

- Underemployment
- Overcrowding
- Food shortages
- High malnutrition
- Water and sanitation problems
- Increases in mortality and morbidity during the first six months (After that, rates should be the same as for other squatters.)
- Short-term needs, including bulk food and water costs

What to keep in mind:

- People are attracted to the urban economy.
- Displaced persons are absorbed into the economy in six months.
- Government policy toward the urban displaced should be determined.
- Surveys should be concentrated on sudden growth areas.
- Infant and general mortality and morbidity should be investigated.
- Initial emergency assistance such as bulk-food rations may be necessary.
- Assistance should focus on indirect needs, such as jobs and water, health and food costs.
- It is difficult to distinguish between the local population and displaced persons.
- Assistance should be directed at all inhabitants of the squatter settlements, not just the displaced, since it is difficult to distinguish between the groups, the need is equal and giving preference to the displaced could cause problems.



## THE ASSESSMENT

### OBJECTIVE OF THE ASSESSMENT

The primary objective of the assessment is to provide a clear picture of the situation. The assessment will help determine needs and priorities during the initial phase of displacement. During an extended emergency, ongoing evaluations provide information on changes in requirements, adequacy of assistance and other problems.

Certain conditions are more life-threatening than others in the initial stages of the emergency. In order of priority, be alert for:

- Organized violence against the displaced, whether by government officials, paramilitary units or armed civilians
- Contamination of drinking water
- Lack of water
- Severe malnutrition from lack of food, particularly en route or for new arrivals
- Measles
- Lack of shelter (which could cause death from exposure)

### QUALITY OF THE ASSESSMENT

To establish credibility, prevent repetition of the work by other organizations conducting separate assessments and provide useful information, the assessment must be:

*Timely:* The initial assessment must be done as soon as an emergency exists. Follow-up assessments must also be conducted at periodic intervals to determine need and priority changes and to provide more detailed information. Certain situations demand timely intervention, requiring speedy assessment, analysis and response.

*Accurate:* Precision is enhanced by using qualified, pre-selected experts in each sector who are familiar with the procedures laid out in this manual and who follow these guidelines carefully. Each sector's evaluation should be based on pre-established standards.

*Broad-based:* Each checklist provided in this manual is for one settlement of displaced persons. To understand the entire situation, the survey should be repeated in several settlements of each type.

## ASSESSMENT PLANNING

Preparedness for a protracted conflict involving displaced persons should include:

- Prior selection of the UN-DMT
- Collection of baseline and background data
- An understanding of assessment procedures and standards
- Familiarization with government services and NGOs operating in country

## COMPOSITION OF THE ASSESSMENT TEAM

Members of the assessment team should be drawn as much as possible from UN agencies, according to the UN-DMT concept. It may be necessary or advantageous to augment the team with consultants, experts from NGOs or possibly the national government. Members should be qualified specialists in their fields, preferably with experience with refugees and/or displaced persons, humanitarian needs and conflicts. To the greatest extent possible, local technicians from the national government should be involved where politically permissible.

The team should consist, at a minimum, of:

- *Team leader, generalist.* This person should have significant experience with the local government, refugees and/or displaced persons, international organizations, UN procedures and assessment strategies.
- *Water and sanitation specialist.* In urban areas, this person should be familiar with prevalent municipal water services, water quality and urban sanitation systems; in camps he/she must be knowledgeable about surface-water and shallow well- water systems and possibly drilling and tankers.
- *Food and nutrition specialist.* This person should be familiar with weight-for-height and arm-circumference measurements, bulk, supplemental and therapeutic feeding programs and household-survey techniques.
- *Epidemiologist.* This person should have experience in emergency epidemiology, be familiar with the prevalent diseases in the area and household-survey techniques and be able to recognize physical human-rights abuses.

In addition, a logistician, a shelter specialist and/or a labor specialist (possibly from the International Labor Organization) may be needed. Unless the UN-DMT consists of a specialist in each sector, some areas will have to be covered by other team members.

## ASSESSMENT PROCEDURE

The assessment should be examine the following topics:

- Water and sanitation
- Food and nutrition
- Health
- Logistics
- Shelter
- Economy and labor

A checklist for each topic has been developed and should be used to guide each team member. If the checklists are followed, an accurate assessment of the situation can be developed. Each team member should also consult "Checklist 1: The General Situation," which can help obtain information vital to all the specific topics.

Each checklist requires that information be obtained from three sources:

1. *Pre-trip interviews.* This provides background data and local adjustments to baseline data for measuring assessment information. Pre-trip interviews at agency headquarters are conducted with personnel from:
  - UN organizations
  - ICRC, the International Federation of Red Cross and Red Crescent Societies (IFRC) and the national Red Cross/Crescent Society
  - NGOs operating in the country
  - Donor governments
  - The national government
2. *On-site interviews.* Interviews at the settlement are conducted with:
  - Displaced persons
  - Officials in charge of the settlement/camp administrator
  - Community leaders and representatives of displaced persons of each major element in the settlement
  - UN personnel (WFP, UNHCR, UNICEF, UNDRO, WHO/PAHO, UNDP)
  - Personnel from the ICRC, IFRC and national Red/Crescent Society
  - NGO personnel
  - Officials from relevant ministries
  - Local staff and relief workers

3. *On-site visual inspections.* Visual inspections provide a view of the settlement's contents, conditions and services provided.

In addition, the epidemiologist and the nutrition specialist must conduct a household survey to ascertain the health and nutritional status of the population. Household surveys should be limited in frequency. Therefore, it is important that they be done accurately; it is also better if both the health and nutrition aspects are combined into one household survey.

The sites where the displaced are living are an important consideration; therefore, the checklists are divided to reflect the types of communities where the displaced are situated. The two categories are:

*Segregated settlements* -- communities made up entirely of displaced person such as:

- Relief camps
- Spontaneous settlements on the edge of towns
- Garrison towns

*Integrated settlements* -- communities including non-displaced persons such as:

- Labor poles
- Squatter settlements (unregulated settlements in urban areas)

## CHECKLIST 1: THE GENERAL SITUATION

Information about the general situation should be obtained by the team leader/generalist as well as by each team member, since it may apply to the specific sectors of concern.

### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

Team members should interview personnel from as many of the following organizations as possible:

- WFP
- UNDRO
- WHO
- PAHO
- UNHCR
- UNDP
- UNICEF
- IOM
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs
- USAID
- Donor countries
- Government ministries working with displaced persons

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, the kind of assistance each organization is providing, untapped resources, agency perspectives, the attitudes toward the displaced and the potential for continued or increased assistance in the future. Information needed includes:

#### Demographic and Sociological Information

##### *Background*

- \_\_\_ What is the ethnic makeup of the population?
- \_\_\_ Are there known tribal/ethnic conflicts?
- \_\_\_ What factions are most involved in the conflict?
- \_\_\_ What factions are the most heavily armed?

- \_\_\_ Where is the fighting occurring?
- \_\_\_ Are weather conditions affecting the situation?
- \_\_\_ What are the agriculture patterns (crops, seasons, expected harvests)?
- \_\_\_ Are prices in the markets stable?
- \_\_\_ How high is unemployment?

### *Condition of the Displaced*

- \_\_\_ How many people have been displaced?
- \_\_\_ What is the ethnic makeup of the displaced? Their age? Class?
- \_\_\_ Where are the displaced going?
- \_\_\_ Where are they coming from?
- \_\_\_ What types of displacement are occurring? Violence-induced, emulating, precautionary, economically induced or secondary?
- \_\_\_ What method of travel are the displaced using?
- \_\_\_ What is their medical condition?
- \_\_\_ What is their nutritional condition?
- \_\_\_ What is their economic state?
- \_\_\_ Is there evidence of human-rights violations?
- \_\_\_ What is the health condition of the local population? Provide specific data.
- \_\_\_ Do they have access to food?
- \_\_\_ What is the condition of the settlements?
- \_\_\_ Are there anticipated future arrivals?
- \_\_\_ Are there other major problems?

### *Conditions in the Homeland*

- \_\_\_ How many people remain in the homeland?
- \_\_\_ What is their ethnic makeup?
- \_\_\_ What is their physical condition?
- \_\_\_ Are they free to leave?
- \_\_\_ Have human-rights violations been committed against them?
- \_\_\_ How much structural damage has occurred to houses, roads, schools and hospitals?
- \_\_\_ What are the economic conditions in the homeland? Are goods available in the market at affordable prices? What is the employment situation?

### *UN Agencies*

- \_\_\_ Is the government hostile to the displaced? What is its attitude toward the displaced? The UN? NGOs? Donors?
- \_\_\_ What political considerations must be taken into account?

- What registration process is being used? Which agency is doing it?
- How much experience does the agency have with displaced persons?
- What agency activities have taken place to date? In what amount? Where?
- What are the agency's short- and long-term objectives? What type? Where? In what amount?
- How much funding does the agency have?
- What are the conditions in the settlements?
- What are the protection issues there?
- Have there been human-rights abuses?
- What is the situation concerning the security of agency personnel?
- What are the estimates of further displacement?
- Have there been secondary displacements?
- Are there known travel or security problems?
- Are the displaced likely to be crossing international borders? If so, in what numbers?
- Are there government relocation programs? Where? Are they voluntary? Is transition assistance provided? Are the services adequate?

### ICRC/IFRC/NGOs

- What assistance is the agency providing? Where? In what amount?
- What is the agency's source of funding? How much funding does it have? For how long?
- What is its specific long- and short-term focus?
- Is the food supply adequate in the camps?
- Have nutritional deficiencies been detected?
- What is the condition of the displaced?
- What problems exist in and around the camps?
- What logistical problems have developed?
- What is the government-NGO relationship?
- What is the agency's overall view of the situation?
- What problems has it encountered with access to the site or facilities?
- What security problems have developed?
- What are the sources of violence (government, paramilitary groups)?
- What about protection issues?
- Are there human-rights abuses?
- What specific needs are not being addressed?

### Donor Countries

- What assistance is the donor country offering? In what amount? Where?
- What is the country's political viewpoint?
- What is its long- and short-term objectives?
- What specific plans does it have for further assistance?
- What security concerns does it have?

## The National Government

- What long- and short-term plans does the government have?
- Does the government have the resources to handle the situation?
- What ministries are involved with the displaced?
- How much is the government spending on displaced persons per day?
- Is the government providing food aid?
- Does the government plan to appeal for international aid?
- Are there restrictions in working in the settlements, such as the need for travel permits or restricted areas?

## 2. ON-SITE INTERVIEWS

The following people should be interviewed at the settlement site:

- Officials in charge of the settlement/camp administrator
- Elders, community leaders or representatives of displaced persons of each major element in the settlement
- Displaced persons
- UN personnel (WFP, UNHCR, UNICEF, UNDRO, WHO/PAHO, UNDP)
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel
- Ministry officials
- Local staff and relief workers

The information needed includes:

### Segregated Settlements

- How many people are providing assistance? What type of workers are they?
- What is the population of the camp?
- What is the percentage breakdown of the population in terms of women, men, children under five years old, children over five?
- What is the ethnic makeup of the population?
- How many people arrived within the last month? Within the last week? Within the last 24 hours?
- How many deaths occurred within the last month? Within the last week? Within the last 24 hours?
- What method is being used to dispose of bodies?
- How often does violence occur in the camp?
- What is the source of violence? The government? Paramilitary groups? Displaced persons?



- \_\_\_ Are there bathing facilities available?
- \_\_\_ Is soap available?
- \_\_\_ What is the method and frequency of garbage disposal?
- \_\_\_ Are there particular problems or unaddressed needs?

### Integrated Settlements

- \_\_\_ What agencies are assisting in the settlement?
- \_\_\_ What kind of assistance is being provided?
- \_\_\_ What is the estimate of the settlement population?
- \_\_\_ Are there more women or men? What are the percentages?
- \_\_\_ Is the settlement severely overcrowded?
- \_\_\_ Does the settlement appear to be growing?
- \_\_\_ Are people passing through?
- \_\_\_ What kind and level of activity occurs in the settlement?
- \_\_\_ What are the major ethnic groups?
- \_\_\_ What are the biggest health problems?
- \_\_\_ What is the level of employment?
- \_\_\_ What type of employment is available?
- \_\_\_ Who is working?
- \_\_\_ Is the local market adequately supplied?
- \_\_\_ Are prices within the range of accessibility?
- \_\_\_ Are nutritional needs being met?
- \_\_\_ Are there any food programs in operation?
- \_\_\_ Who made decision to provide/not provide supplementary feeding?
- \_\_\_ How often is there violence in the settlement?
- \_\_\_ What is the source of violence? The government? Paramilitary groups? Displaced persons? The host community?
- \_\_\_ How are records being kept?
- \_\_\_ Are records being kept on body disposals?
- \_\_\_ How many shrouds have been given out in the last week? In what sizes?

### 3. ON-SITE VISUAL INSPECTION

Information needed includes:

#### Settlements (all types)

- \_\_\_ What is the geographic location of the settlement? What type of terrain is it located on? What kind of ground cover is there?
- \_\_\_ What is the status of local crops?

- What is the size of the settlement (square meters or hectares)?
- What is the layout of the settlement?
- What is its density (number of people per square meter)?
- How many shelters are in the settlement?
- What type of shelters are there?
- How easy is access to and escape from the camps? Note fences, guards, towers and informal lookouts.
- Are there signs of flooding?
- How close is the settlement to surface water?
- How close is the settlement to roads? Railroads? Other transport?
- What are the road conditions?
- Are transport vehicles present?
- How close is the settlement to the town/city?
- Are there schools in the area? Cultural centers?
- What level and kind of activity takes place in the settlement?
- Is a registration process in place in the camps and garrison towns?
- What is the degree of cleanliness?
- Are there waste receptacles?
- Is there feces on the ground?
- Are there signs of gardens, cottage industries, markets?
- Are animals present? For food? For work?
- Are there signs of fuel-gathering?
- Are weapons present in the settlement?
- How close is the settlement to the ongoing conflict?

### People

- What is the overall condition of the people?
- What is their disposition? Are they fearful? Content? Hostile?
- Are men present? (This can be best observed in the evenings.)
- Are there children under five years old?
- Do the people have wounds?

### Market

- What amount and type of goods are available in the market?
- What is the price of goods?
- How far is the market?

## CHECKLIST 2: WATER AND SANITATION

Assessment of water and sanitation conditions and needs may require two separate specialists. Both issues are closely connected to the other sectors. Therefore, it is vital the water and sanitation specialists share information and coordinate with other team members. In addition, the specialists should consult the general checklists to obtain basic information on the displaced settlements.

### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

Both the water and the sanitation specialist should interview personnel from as many of the following organizations as possible:

- UNICEF
- OXFAM
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs working in water and sanitation, such as the International Rescue Committee (IRC)
- Donor countries
- Ministry of Public Works

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the water and sanitation information needs include:

#### Water

- \_\_\_ What are the most common ways of obtaining water?
- \_\_\_ Who sells/distributes water?
- \_\_\_ How much does it cost?
- \_\_\_ What is the overall water quality?
- \_\_\_ Are there specific water restrictions?
- \_\_\_ Are there areas where water is difficult to obtain?
- \_\_\_ What government agencies are dealing with water?
- \_\_\_ Can the government supply the water requirements?
- \_\_\_ Are there water services in the settlements?
- \_\_\_ What is the possibility of extending these services?

### *Assisting Agencies/Countries*

- \_\_\_ What are the water needs?
- \_\_\_ What settlements are most critical in terms of water?
- \_\_\_ What are the means for obtaining water?
- \_\_\_ Are there any international water specialists in the country?
- \_\_\_ What water assistance is the agency providing? In what amount? Where?
- \_\_\_ What are the agency's long- and short-term plans for further assistance?
- \_\_\_ What is the agency's view of water needs and priorities?
- \_\_\_ What logistical problems or obstacles exist in obtaining water?
- \_\_\_ Are there problems with access to the site? To water?
- \_\_\_ Are there specific water needs not being addressed?
- \_\_\_ What records are being kept?

### *National Government*

- \_\_\_ Is the government providing water services? What kind? Where? In what amount?
- \_\_\_ Is it possible to extend these services?

### *Sanitation*

- \_\_\_ What sanitation system is normally used?
- \_\_\_ What government agencies are dealing with sanitation?
- \_\_\_ Can the government manage the sanitation requirements?
- \_\_\_ What sanitation services are provided in the settlements?
- \_\_\_ Is it possible to extend these services?

### *Assisting Agencies/Countries*

- \_\_\_ What are the sanitation needs?
- \_\_\_ What settlements are most critical?
- \_\_\_ Are there international sanitation specialists in the country?
- \_\_\_ What assistance is the agency providing in sanitation? Where? How much?
- \_\_\_ What are the agency's long- and short-term plans for further assistance?
- \_\_\_ What is agency's view of sanitation needs and priorities?
- \_\_\_ What sanitation needs are not being addressed?
- \_\_\_ What records are being kept?

## *National Government*

- \_\_\_ What sanitation services is the government providing? In what amount? Where?
- \_\_\_ What is the possibility of extending these services?

## **2. ON-SITE INTERVIEWS**

The following should be interviewed at the settlement site:

- Officials in charge of the settlement/camp administrator
- Community leaders and representatives of displaced persons of each major element in the settlement
- UN personnel (UNHCR, UNICEF, UNDRO, WHO/PAHO, UNDP)
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel working in water and sanitation
- Ministry of Public Works officials
- Local public works officials

Information needed includes:

### **Water**

- \_\_\_ What is the population of displaced persons in the settlement?
- \_\_\_ How many people arrived within the last month?
- \_\_\_ What is the source of water?
- \_\_\_ What is the distance to the source?
- \_\_\_ What are the distribution points?
- \_\_\_ How many liters of water per day are available?
- \_\_\_ What is the cost of water to the agency per week?
- \_\_\_ What is the cost of water to the people per week?
- \_\_\_ What is the source of purification treatment?
- \_\_\_ How is water purified in the settlement?
- \_\_\_ Are there in-house storage containers?
- \_\_\_ What amount of water is being kept in-house?
- \_\_\_ Is there adequate water for washing?
- \_\_\_ What records are being kept?

## Sanitation

- \_\_\_ What is the population of displaced persons in the settlement?
- \_\_\_ How many people arrived within the last month?
- \_\_\_ What type of latrines are being used?
- \_\_\_ How many latrines are there?
- \_\_\_ What is the location of the latrines?
- \_\_\_ What is the distance of the latrines from the shelters?
- \_\_\_ Are the latrines lighted?
- \_\_\_ How often are the latrines maintained?
- \_\_\_ Who maintains the latrines?
- \_\_\_ How often are the latrines used?
- \_\_\_ What other places do the people use for defecation?

## 3. ON-SITE VISUAL INSPECTION

Information needed includes:

### Settlement

- \_\_\_ What is the geographic location of the settlement? What type of terrain is it located on? What kind of ground cover does it have?
- \_\_\_ Is ground water present?
- \_\_\_ How close is ground water?
- \_\_\_ Are there signs of flooding?
- \_\_\_ What is the size (square meters or hectares) or the settlement?
- \_\_\_ What is the layout of the settlement?
- \_\_\_ How many shelters are located in the settlement?
- \_\_\_ How many people are there per square meter?

### Water

- \_\_\_ What is the source of the water?
- \_\_\_ Is the water discolored?
- \_\_\_ Are water-storage facilities available?
- \_\_\_ Where are the distribution points?
- \_\_\_ What is the method of transporting water?
- \_\_\_ What water source is available for animals?
- \_\_\_ Is animal feces present? How close is it to the shelters? To the water source?
- \_\_\_ Is there water storage in-house?

### *Sanitation*

- \_\_\_ Is there human feces on the ground?
- \_\_\_ What is the type, number and location of the latrines?
- \_\_\_ How clean is the site?
- \_\_\_ How much use is the site getting? What are the signs of use?
- \_\_\_ Is there feces near the entrance?
- \_\_\_ Are the latrines lighted?
- \_\_\_ How close are they to the water supply?
- \_\_\_ How close are they to the shelters?
- \_\_\_ Are there defecation areas?

### CHECKLIST 3: FOOD AND NUTRITION

Food and nutrition issues for the displaced are closely connected to the other sectors. Therefore, it is vital the food and nutrition specialist share information and coordinate with other team members. The specialist should consult the general checklists to obtain basic information on the displaced settlement.

In addition, the nutritionist must gather nutritional-status information through arm-circumference measurements in a household survey done in conjunction with the epidemiologist's health survey. Nutritional information obtained at feeding centers does not represent an accurate picture of the population's status, since those participating are undernourished.

#### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

The food and nutrition specialist should interview personnel from as many of the following organizations as possible:

- WFP
- WHO
- UNICEF
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs working in food distribution, nutrition and feeding centers
- USAID

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the food and nutrition information needs include:

#### Background

- \_\_\_ What makes up the normal food basket?
- \_\_\_ What was the pre-conflict caloric intake?
- \_\_\_ What is the normal method of cooking? Normal fuel supply?
- \_\_\_ How much does cooking fuel cost?
- \_\_\_ How is the market supply of food?



- \_\_\_ What are the current prices of food in the normal food basket?
- \_\_\_ Can the displaced afford food on the average income?
- \_\_\_ What is the source of the market food supply in the conflict zone? In rebel-held areas?
- \_\_\_ Are conflicts or violence arising out of access to food?

### **Bulk-Food Distribution**

- \_\_\_ What is the total number of displaced persons receiving food aid?
- \_\_\_ Who is receiving food aid?
- \_\_\_ Are vulnerable groups -- women, children, the disabled, the elderly -- given special assistance?
- \_\_\_ Is food aid supplied on a regular basis?
- \_\_\_ What is the location and amount of bulk-food distributions?
- \_\_\_ What method of bulk-food distribution is being used?
- \_\_\_ What food programs (food for work, etc.) are being implemented?
- \_\_\_ What is the makeup of the food basket? The amount? How frequently is it delivered?
- \_\_\_ What portion of the food basket is purchased locally?
- \_\_\_ Are there adequate local supplies?
- \_\_\_ What is the current average total caloric intake per person per day?
- \_\_\_ If the 1,800-calorie level is not being met, when will it be?
- \_\_\_ Are current supplies adequate to meet the demands of new arrivals?
- \_\_\_ Is there a shortfall of supplies?
- \_\_\_ What number is being used for contingency planning? What is that number derived from?
- \_\_\_ What is the nutritional status of the violence-induced displaced?
- \_\_\_ What is the source and makeup of food for those not receiving assistance?
- \_\_\_ What records are being kept?

### **Special Feeding Programs (Supplemental and Therapeutic)**

- \_\_\_ How many people are receiving supplemental and therapeutic feeding?
- \_\_\_ What percentage of the need is being met?
- \_\_\_ What type of supplemental feeding programs are being provided? Where?
- \_\_\_ Are participants being registered and weighed?
- \_\_\_ Are vulnerable groups receiving supplemental feeding?
- \_\_\_ What is the source of supplemental feeding supplies?
- \_\_\_ Are current supplies adequate to meet the demands of new arrivals?
- \_\_\_ What is the shortfall of supplies?
- \_\_\_ What records are being kept?

## Distribution Logistics

- \_\_\_ What distribution process or processes are being used to deliver food from source to mouth?
- \_\_\_ How many days' supply is in the country? In the pipeline?
- \_\_\_ What is the delivery time for imported food from the date of request?
- \_\_\_ Is food kept or received at a central warehouse?
- \_\_\_ What amount of food is sent to the distribution site at one time?
- \_\_\_ Is transport adequate for future needs?
- \_\_\_ What are the logistical problems with food distribution? Transport? Storage?
- \_\_\_ Is there evidence of donated food appearing on the black market?
- \_\_\_ Are large amounts of food being stolen en route? During distribution? Who is stealing it? The government? Paramilitary forces? Displaced persons?
- \_\_\_ What records are being kept?

## Assisting Agencies/Countries

- \_\_\_ What food and nutrition assistance is being provided? What type of assistance is it? What amount? Where?
- \_\_\_ What food programs (food for work, etc.) are being provided?
- \_\_\_ Are agency specialists in the country?
- \_\_\_ What are the agency's long- and short-term plans for further assistance?
- \_\_\_ What food and nutrition needs are not being addressed?
- \_\_\_ What is the agency's view of food and nutrition needs and priorities?
- \_\_\_ How much food aid do displaced persons returning home need? Is it being provided?
- \_\_\_ What records are being kept?

## 2. ON-SITE INTERVIEWS

The following people should be interviewed at the settlement site:

- Officials in charge of the settlement/camp administrator
- Community leaders and representatives of displaced persons of each major element in the settlement
- UN personnel (WFP, UNICEF, WHO, DHA)
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel working in food and nutrition
- Ministry of Health officials
- Local staff working in food distribution and feeding centers

Information needed includes:

- What is the population of displaced persons at the settlement?
- How many people are arriving?
- Are the general food needs acute? Moderate? Not great?
- What is the average daily caloric intake?
- What is the nutritional status of new arrivals?
- What is the average arm circumference of children between one and five years old?
- What method of measuring is being used? Height for weight? Arm circumference? Weight for age?
- What type of feeding programs are in operation? Bulk food? Supplemental? Therapeutic?
- What kinds of feeding programs are being operated? What is their contents? How frequent are they?
- What types of people (ethnic groups, ages, sexes and vulnerable populations) are receiving special feeding?
- Which payment programs (coupons, food for work, cash for work, payment in kind) are being provided?
- What records are being kept? Of what? By whom? How frequently? How extensive are they?

#### **Bulk-Food Distribution**

- What types of payment (coupons, payment in kind, food for work) are being accepted?
- How many people are receiving bulk-food distribution?
- What type of people (ethnic groups, ages, sexes and vulnerable populations) are receiving bulk-food distribution?
- What agencies are providing food aid?
- What type of bulk foods are being distributed?
- What amounts of each type of food are being distributed?
- What is the regularity of the distribution?
- What supplies are on hand in the segregated settlements?
- What kinds of supplies are in the households? How much?
- What type of food storage facilities are being used? What is their capacity? Their quality?
- How secure is food in the settlement?
- Is the bulk-food distribution program adequate in terms of food, staff, storage and transportation?

#### **Supplemental Feeding Programs (Segregated Settlements)**

- What percentage of the children are severely malnourished upon arrival?
- What percentage of the children admitted currently are severely malnourished?
- How many children are enrolled in supplementary feeding?

- \_\_\_ What is the average number of children attending?
- \_\_\_ Does an outreach program exist?
- \_\_\_ What is the content of the meals?
- \_\_\_ How frequently are meals provided?
- \_\_\_ Are they on-site or take-home?
- \_\_\_ Does the program have enough supplies? Enough staff?

### Therapeutic Feeding Programs

- \_\_\_ What percentage of the children were severely malnourished upon arrival?
- \_\_\_ What percentage of the children admitted are currently severely malnourished?
- \_\_\_ How many children are enrolled in the therapeutic feeding program?
- \_\_\_ What is the content of the meals?
- \_\_\_ How frequently are they provided?
- \_\_\_ Is the therapeutic feeding on-site or take-home?
- \_\_\_ Does the program have enough supplies? Staff?

### 3. ON-SITE VISUAL INSPECTION

Information needed includes:

- \_\_\_ What is the condition of the people? Is there obvious malnutrition?
- \_\_\_ Have registration systems been set up for bulk-food distribution? For special feeding programs?
- \_\_\_ What payment system (food for work, cash for work, coupons, payment in kind) is being used?
- \_\_\_ What weighing/measuring equipment and procedures are being used?
- \_\_\_ What type of foods are being distributed?
- \_\_\_ How orderly is the distribution process?
- \_\_\_ What is the food-security situation?
- \_\_\_ Is there evidence of illicit activities?
- \_\_\_ What is the condition of the food?
- \_\_\_ Are storage facilities adequate? Are they secure? Are they large enough? Do they provide protection from the weather? From animals? Pests?
- \_\_\_ Are there special feeding program facilities?
- \_\_\_ Can food for the special feeding program be prepared in a clean area? Are rations sufficient?
- \_\_\_ How is waste disposed of?
- \_\_\_ Are displaced persons working in the feeding programs?

## CHECKLIST 4: HEALTH

Health issues of the displaced are closely connected to the other sectors. Therefore, it is vital the epidemiologist share information and coordinate with other team members. The specialist should consult the general checklists to obtain basic information on the displaced settlement.

In addition, the epidemiologist must conduct a household survey to obtain information on the basic health status of the population. This information can not be gathered through hospital surveys, since the illness rate of patients will skew the results. Note: because of the close living conditions and high rate of transiency of displaced settlements, immunizations are extremely important to prevent the spread of disease. Greater focus should be placed on preventative rather than curative care.

### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

The epidemiologist should interview personnel from as many of the following organizations as possible:

- WHO
- PAHO
- UNICEF
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs working in health and medical assistance
- Donor countries
- Ministry of Health

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the epidemiological information needs include:

#### Background

- \_\_\_ Is there health data specific to the emergency zone?
- \_\_\_ What were the pre-conflict rates for the following diseases: measles, pneumonia, malaria, meningitis, anemia, diarrhea and intestinal parasites?
- \_\_\_ What was the pre-conflict immunization level?
- \_\_\_ What were the dates of the last mass immunization programs for measles, polio, DPT, BCG and other diseases?
- \_\_\_ What was the pre-conflict infant-mortality rate?

- \_\_\_ What was the pre-conflict infant-morbidity rate?
- \_\_\_ What was the pre-conflict general-mortality rate?
- \_\_\_ What was the pre-conflict general-morbidity rate?
- \_\_\_ What was the pre-conflict level of malnutrition?
- \_\_\_ What health services exist in the country? In what quantity? What quality? What level of sophistication?
- \_\_\_ What is the level of public education on such health issues as sanitation, disease, diarrhea, nutrition and pre-natal care?
- \_\_\_ Are people knowledgeable about and use of oral rehydration salts (ORS)?
- \_\_\_ Is the existing health-care system adequate to care for the displaced?
- \_\_\_ Are medical supplies, drugs and staff adequate?

### Assisting agencies/countries

- \_\_\_ Are there major medical problems?
- \_\_\_ Is there evidence of human-rights abuses?
- \_\_\_ Describe the medical assistance being provided. What kind? How much? Where?
- \_\_\_ What preventive medical measures (anti-malarial medication, immunizations, ORS, tetanus for pregnant women) are being taken?
- \_\_\_ What are the agency's long- and short-term plans for further assistance?
- \_\_\_ What medical/health needs are not being addressed?
- \_\_\_ What is the agency's view of the health situation? What are its priorities?

### National Government

- \_\_\_ Is there an epidemiological surveillance system? How extensive is its record keeping?
- \_\_\_ Is there an immunization program intact? Has one been disrupted? Have the displaced been vaccinated? If so, for what? What was the last known total population coverage?
- \_\_\_ Is there a cold chain and cold storage in the country? What type? Where?
- \_\_\_ What government health services are being provided for displaced persons?
- \_\_\_ Is it possible to extend these services?

## 2. ON-SITE INTERVIEWS

The following should be interviewed at the settlement site:

- Officials in charge of the settlement/camp administrator
- Community leaders and representatives of displaced persons in each major element of the settlement
- UN personnel (WHO, UNICEF, WFP)
- Personnel from the ICRC, IFRC and national Red/Crescent Society

- NGO personnel working in medical assistance
- Ministry of Health officials
- Local staff working in health care

In addition, children between the ages of one and five should be measured for nutritional status using standard arm-circumference calculations.

Information needed includes:

### Segregated Settlements

- \_\_\_ What size is the population?
- \_\_\_ What is the number of people in the population in the following categories: men, women, children under five, children over five?
- \_\_\_ How many people arrived last month? Last week? Within the last 24 hours?
- \_\_\_ How many people died last month? Last week? Within the last 24 hours?
- \_\_\_ What is the age of the dead?
- \_\_\_ How were the bodies disposed of?
- \_\_\_ How many children have been born?
- \_\_\_ How many conflict-related wounds are there?
- \_\_\_ What are the current illnesses (cough, diarrhea, fever, measles, nutrition problems, wounds) of children under five?
- \_\_\_ What are the most common illnesses?
- \_\_\_ What methods of treatment are being used?
- \_\_\_ Are there any cases of xerophthalmia, beri-beri, scurvy, pellagra?
- \_\_\_ Are there any cases of human-rights abuses?
- \_\_\_ What is the most common cause of death of children under five: cough, diarrhea, fever, measles, nutrition problems, wounds?
- \_\_\_ What is the date of the last mass immunization program for measles, polio, DPT, BCG and other diseases?
- \_\_\_ How close is the settlement to a hospital?
- \_\_\_ How close is it to a clinic?
- \_\_\_ How many in-patient beds are available?
- \_\_\_ How many mobile medical teams are available?
- \_\_\_ How many health workers are available? What are their qualifications?
- \_\_\_ Are the displaced working in health programs?
- \_\_\_ What is the regularity of medical care?
- \_\_\_ Are new arrivals given health screening? Are infected newcomers isolated from others?
- \_\_\_ What type of drugs and other supplies are on site? In what quantity?
- \_\_\_ Are medical supplies (bandages, Vitamin A, ORS, antibiotics, soap/antiseptics) adequate?
- \_\_\_ Is there a cold chain established to the settlement? Is it maintained?
- \_\_\_ Is the vaccine supply adequate?
- \_\_\_ What records are being kept?

## Spontaneous Settlements

- \_\_\_ What health agencies are assisting in the settlements?
- \_\_\_ What kind of assistance is being provided?
- \_\_\_ What kind of preventative care (measles, DPT vaccines, ORS, anti-malarial, tetanus for pregnant women) is being given?
- \_\_\_ What is the estimated settlement population?
- \_\_\_ What is the level of immunization in the population?
- \_\_\_ What are the biggest health problems?
- \_\_\_ What is the quality of the water?
- \_\_\_ Is there evidence of diarrhea?
- \_\_\_ Is there evidence of measles?
- \_\_\_ Are nutritional needs being met?
- \_\_\_ Are there any food programs (food for work, etc.) in operation?
- \_\_\_ Is there evidence of xerophthalmia, beri-beri, scurvy, pellagra?
- \_\_\_ Is there evidence of human-rights abuses?
- \_\_\_ Are health records being kept?
- \_\_\_ Are records being kept on body disposals?
- \_\_\_ How many shrouds have been given out in the last week? In what sizes?

## 3. ON-SITE VISUAL INSPECTION

Information needed includes:

### Segregated Settlements

- \_\_\_ What type of health facilities are available? Are staff and equipment adequate?
- \_\_\_ Are the health facilities overcrowded? Are they clean? Are they adequately equipped?
- \_\_\_ What categories of patients (wounds, human-rights abuses, health problem, malnutrition, diarrhea) can be found in the settlement? In what numbers?
- \_\_\_ What are the qualifications of the workers in the health facilities? Are the displaced working there?
- \_\_\_ What are the living conditions in the settlement? Is it overcrowded? Are the eating facilities sanitary? Are the washing facilities adequate? Is there feces on the ground?



## Integrated Settlements

- \_\_\_ Is there evidence of measles?
- \_\_\_ Is there evidence of diarrhea?
- \_\_\_ What are living conditions like in the settlement? Is it overcrowded? Are the eating facilities sanitary? Are the washing facilities adequate? Are the sanitary facilities clean and adequate? Is there feces of the ground?
- \_\_\_ Do arm-circumference measurements indicate evidence of malnutrition?

## CHECKLIST 5: SHELTER

Shelter issues for the displaced are closely connected to the other sectors. Therefore, it is vital the shelter specialist share information and coordinate with other team members. The specialist should consult the general checklists to obtain basic information on the displaced settlement.

### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

The shelter specialist should interview personnel from as many of the following organizations as possible:

- UNDP
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs working in shelter
- USAID
- Ministry of Housing

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the shelter information needs include:

#### Background

- \_\_\_ Provide shelter and living information specific to the area.
- \_\_\_ What was the pre-conflict living density?
- \_\_\_ What type of construction and materials are available?
- \_\_\_ What are the sources of building materials?
- \_\_\_ What are the local weather and flooding hazards?
- \_\_\_ What type of latrines or refuse-disposal methods are being used?
- \_\_\_ What is the typical cooking location? Typical fuel?
- \_\_\_ What are the typical beds?

#### Assisting Agencies/Countries

- \_\_\_ What kind of shelter assistance is being provided? Where? How much?
- \_\_\_ What assistance is being provided specifically to spontaneous settlements?
- \_\_\_ What efforts are being made to provide subsidized materials in locations of potential employment?

- \_\_\_ Are there any agency shelter specialists in the country?
- \_\_\_ What are the agency's long- and short-term plans for further assistance?
- \_\_\_ What shelter needs are not being addressed?
- \_\_\_ What is the agency's view of shelter needs and priorities?
- \_\_\_ What specific building materials are lacking?

## National Government

- \_\_\_ What are the government's views on settlement locations for the displaced?
- \_\_\_ What housing and other services are being provided?
- \_\_\_ Is more housing available? Can services for the displaced be extended?

## 2. ON-SITE INTERVIEWS

The following people should be interviewed at the settlement site:

- Officials in charge of the settlement/camp administrator
- Community leaders and representatives of displaced persons of each major element in the settlement
- UNDP
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel working in shelter
- Ministry of Housing officials
- Local staff working on housing

Information needed includes:

### Segregated Settlements

- \_\_\_ What is the population of the camp?
- \_\_\_ What is the size of the camp area?
- \_\_\_ How many new arrivals are expected?
- \_\_\_ Can the camp adequately provide for an influx?
- \_\_\_ What agencies are assisting in housing?
- \_\_\_ What type of shelter is being constructed?
- \_\_\_ What is the source of materials?
- \_\_\_ Is there adequate protection from the elements (rain, cold, sun, wind)?
- \_\_\_ Is the camp site in a flood plain?
- \_\_\_ How much living space per person is there?
- \_\_\_ Is the camp population growing or declining?
- \_\_\_ Who is constructing the housing?

- \_\_\_ Is there a lack of specific materials?
- \_\_\_ Are materials being subsidized?
- \_\_\_ Is there an effort to relocate displaced persons?
- \_\_\_ What are the future plans for the camp?
- \_\_\_ Is the water supply adequate?
- \_\_\_ Have there been violent outbreaks in the camp?
- \_\_\_ Is there a possibility of outside armed attack?
- \_\_\_ What records are being kept?

### Integrated Settlements

- \_\_\_ What agencies are assisting in housing?
- \_\_\_ What problems are associated with overcrowding?
- \_\_\_ How fast is the growth in population?
- \_\_\_ Are ethnic groups segregated?
- \_\_\_ Have there been violent outbreaks?
- \_\_\_ Is there a high level of disease?
- \_\_\_ What is the method of refuse disposal?
- \_\_\_ Are building materials being subsidized?
- \_\_\_ Is land available for new construction?

## 3. ON-SITE VISUAL INSPECTION

Information needed includes:

### Segregated Settlement

- \_\_\_ What is the number of people per dwelling?
- \_\_\_ How much space per person is there?
- \_\_\_ Is ventilation adequate?
- \_\_\_ What is the distance to the water source?
- \_\_\_ What is the probability of water being contaminated from refuse?
- \_\_\_ What method of refuse disposal is being used?
- \_\_\_ How much private space per family is there?
- \_\_\_ What is the quality of construction?
- \_\_\_ What type of materials are being used?
- \_\_\_ Does the shelter provide adequate protection from the elements?
- \_\_\_ Is there evidence of flooding?
- \_\_\_ Is there evidence of new construction?

\_\_\_ Who is building the housing?

\_\_\_ What is the level and type of activity?

\_\_\_ How far away is an adequate year-round road?

\_\_\_ Are there feeding, storage and health facilities?

### Integrated Settlements

\_\_\_ What is the level of overcrowding?

\_\_\_ How is refuse being disposed of?

\_\_\_ Is there refuse on the ground?

\_\_\_ Are there working-age men in the settlement?

\_\_\_ How is water procured and stored?

\_\_\_ What is the general level of cleanliness?

\_\_\_ Is there adequate protection from the elements?

\_\_\_ Are ethnic groups living separately?

\_\_\_ Is there evidence of rodents?

## CHECKLIST 6: ECONOMY AND LABOR

Economic and labor issues for the displaced are closely connected to the other sectors. Therefore, it is vital the specialist share information and coordinate with other team members. The specialist should consult the general checklists to obtain basic information on the displaced settlement.

### 1. PRE-TRIP INTERVIEWS AND COLLECTION OF BASELINE AND BACKGROUND DATA

The economy and labor specialist should interview personnel from as many of the following organizations as possible:

- ILO
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs
- USAID
- Ministry of Economy

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the economic and labor information needs include:

#### Background

- \_\_\_ What was the pre-conflict unemployment rate?
- \_\_\_ What was the pre-conflict inflation level?
- \_\_\_ What are the major labor poles? Where are they? How many workers do they have?
- \_\_\_ What are the most common types of employment?
- \_\_\_ Are general prices stable?
- \_\_\_ Who supports the family -- men, women, children?
- \_\_\_ What was the pre-conflict average wage? Average pension?

#### Assisting Agencies/Countries

- \_\_\_ What economic and employment assistance is being provided? Where? How much assistance is being provided?
- \_\_\_ What efforts are being made to subsidize water? How much does it cost?
- \_\_\_ What efforts, such as food-for-work and cash-for-work programs, are being made to provide employment?

- \_\_\_ What are the agency's long- and short-term plans for economic assistance?
- \_\_\_ What observations does the agency have about wage decreases? Price increases?
- \_\_\_ What are the agency's views on the labor and economic needs and priorities?
- \_\_\_ What records are being kept?

### **National Government**

- \_\_\_ What are the government's views on the economic situation?
- \_\_\_ Is labor assistance provided?

## **2. ON-SITE INTERVIEWS**

The following people should be interviewed at the settlement site:

- Community leaders and representatives of displaced persons of each major element in the settlement
- UN personnel (ILO)
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel
- Ministry of Economy and Labor officials

Information needed includes:

### **Segregated Settlements**

- \_\_\_ Where did the displaced live previously?
- \_\_\_ What is the destination of most of the displaced?
- \_\_\_ What is the amount of savings per family?
- \_\_\_ Are payment programs, such as food for work or cash for work, being offered?

### **Integrated Settlements**

- \_\_\_ What percentage of the residents are employed?
- \_\_\_ Who is working -- women, men, children?
- \_\_\_ What is the primary occupation?
- \_\_\_ What was the primary pre-conflict occupation?
- \_\_\_ What is the average wage?
- \_\_\_ What is the average income per family?
- \_\_\_ Is the income adequate for family support?
- \_\_\_ What coping methods have been adopted?

- How much outside assistance is being received?
- What is the amount of savings per family?
- Have there been price changes in the market?
- Where does the food in the market originate?
- What were the previous locations of the displaced?
- What has been the pattern of movement for the displaced?
- What is the saturation level of local employment?
- Are there payment programs, such as food for work or cash for work, being offered?
- What records are being kept?

### 3. ON-SITE VISUAL INSPECTION

Information needed includes:

- Are people selling items?
- What are the local industries?
- Are men at home during the day?
- Are luxury items present?
- What is the price of food-basket items in the market?
- What is the type, quality and quantity of food in the market?
- Who is selling food in the market?
- What items are being sold on the black market? Who is selling them? Who is buying them?
- What is their price? Is the selling overt or concealed?

Logistics may be assessed by a team logistics specialist or by each team member for his/her sector. It is vital that the logistics specialist and/or sector team member share information and coordinate with other team members. In addition, the logistics specialist should consult the general checklist to obtain basic information on the displaced settlement.



## 1. PRE-TRIP INTERVIEW AND COLLECTION OF BASELINE AND BACKGROUND DATA

The logistician should interview personnel from as many of the following organizations as possible:

- WFP
- WHO
- PAHO
- UNICEF
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGOs working in food, medical and non-food item supply
- USAID
- Donor countries
- Ministry of Transportation; Ministry of Commerce
- Custom officials

The pre-trip interviews are designed to give the team members a general understanding of the situation, including political and economic factors, pre-conflict conditions in the area, services being supplied and those available, agency perspectives, attitudes toward the displaced and the potential for continued or increased assistance in the future. In addition to the information sought in the general checklists, the logistics information needs include:

### General Background

- \_\_\_ What is the location of ports, roads, railroads, airstrips, airports?
- \_\_\_ What is the size and capacity of ports, railroads, airstrips and airports? Include specifications, weights, tonnages and normal use?
- \_\_\_ What is the condition of ports, railroads and air facilities?
- \_\_\_ What is the cost of each type of transport per ton?
- \_\_\_ Is off-loading equipment available?
- \_\_\_ Where are the established warehouses?
- \_\_\_ What is the capacity of the warehouses?
- \_\_\_ What are normal customs procedures?
- \_\_\_ Who are the logistics staff? What are their qualifications?

### Transportation

- \_\_\_ What types of transport -- trucks, rail, ships or air -- are being used?
- \_\_\_ Give the names of the people coordinating transportation -- overall coordinator, regional coordinator, port coordinators, airport coordinators, etc.
- \_\_\_ Is the transport system adequate?

— What is the availability of fuel? Its type? Its source?  
 — Who owns the transport?  
 — How much does transport cost? Who is paying for it? Who is the money paid to?  
 — How long are goods in the pipeline?  
 — What are the procedures for clearing customs?  
 — What tracking system (forms, receipts, signatures) is being used?  
 — What records are being kept?  
 — Are the tracking and record-keeping systems adequate?  
 — Who is in charge of the monitoring system? Is it effective?  
 — Are there inaccessible areas? Where?  
 — Are there mined roads? Where?  
 — Has there been a disruption in transportation due to the conflict?  
 — Are there major transportation problems?  
 — Is there potential for expanding the operation?

## Food

— What type of food supplies are there?  
 — What is the source of food supplies?  
 — How much food is coming in daily? Weekly? Monthly?  
 — How regular is the delivery of supplies?  
 — How is food being transported?  
 — Where is food being stored?  
 — What is the capacity of the food-storage system? Is it adequate? Is it safe?  
 — What kind of delivery system is being used?  
 — How many people are being supplied overall? From each central warehouse?  
 — Give the names of the people coordinating food logistics at WFP, the commercial agencies and elsewhere.  
 — What records are being kept?  
 — What kind of tracking system is being used? Is it a multi-agency system? Is it adequate?  
 — Who is providing monitoring? How effective is it?  
 — Has the supply of food been disrupted by the conflict?  
 — Are there looting/theft problems?  
 — Are there major bottlenecks and breakdowns?  
 — How much donated food is on the black market?

## Medical Supplies

— What type of medical supplies are on hand?  
 — What is the source of medical supplies?  
 — What amount of medical supplies is coming in each day? Each week? Each month?  
 — Is the supply regular?

— What kind of transportation is being used?  
 — How much is in the pipeline?  
 — Where are the storage facilities for medical supplies located?  
 — Are the storage facilities large enough? What condition are they in? Where are they?  
 — What kind of cold-chain storage facilities are available? Where are they? Are they adequate?  
 — Has there been a breakdown in the cold chain?  
 — How quickly can vaccine be delivered from the source to the end of the cold chain?  
 — Is there a central coordination effort? Who is responsible?  
 — Is there duplication of coordinator effort?  
 — What records are being kept?  
 — What tracking system is being used?  
 — Who is monitoring? Is it effective?  
 — Is there evidence of donated medical supplies on the black market?

### Non-food Items

— What type of non-food items are being supplied?  
 — What is their source?  
 — How are they being transported?  
 — Is the transport adequate?  
 — What type of storage is being used? Is it adequate?  
 — Who is coordinating non-food item logistics?  
 — What records are being kept?  
 — What tracking system is being used?  
 — Who is monitoring? Is the system effective?  
 — Is there evidence of donated supplies on the black market?

## 2. ON-SITE INTERVIEWS

The following people should be interviewed at the settlement site:

- UN personnel (WFP, WHO, DHA)
- Personnel from the ICRC, IFRC and national Red/Crescent Society
- NGO personnel working in logistics, food, health
- Ministry of Transportation officials

Information needed includes:

— What is the population of displaced persons at the settlement?  
 — How many people are arriving?  
 — What types of supplies are arriving? Bulk food? Feeding-center supplies? Pharmaceuticals?  
 — Medical supplies? Vaccines? Blankets? Fuel?

— What amount of goods is coming in daily? Weekly? Monthly?  
— What kind of transportation is being used?  
— How long does it take to move goods from the central warehouse to the site?  
— Is on-site storage available?  
— Is on-site cold-chain storage available?  
— How secure are the storage facilities?  
— Is there an on-site distribution process?  
— What records are being kept? Of what? Who is keeping them? How extensive are they? How frequent?  
— Are tracking and receipt systems being used?  
— Who is doing the monitoring? Is the system effective?  
— Are there logistical breakdowns and bottlenecks?  
— Who makes up the logistical staff? What are their qualifications?

### 3. ON-SITE VISUAL INSPECTION

Information needed includes:

— What is the layout of the site?  
— What kind of storage facilities are being used? What size are they? What condition are they in? How secure are they? Are they adequate?  
— Is ground transportation accessible? What is its condition? How close is the site to roads?  
— Is there air accessibility? What type? Size? What are its limitations? What condition is the airstrip in?  
— What type of off-loading equipment is available? What condition is it in? Is it adequate?  
— What type of cold-chain storage is available? What condition is it in?

## ANALYSIS

Following the various assessments, each area must be analyzed to determine the level of emergency, the needs and the appropriate response. The following section provides guidelines for the resident coordinator/representative in evaluating the information provided by the assessment team through the surveys. This is the information on which the report to the DHA is founded. Analysis profiles for each sector should be based on:

- Pre-established standards
- Common practices and procedures
- Baseline data for the area

An accurate evaluation of the information is the most crucial element in the assessment process. Surveys collected from displaced persons should be reviewed carefully and measured against baseline data. Information from spontaneous settlements should be examined closely for trends, since accurate figures are more difficult to obtain.

## DEATH RATES (MORTALITY)

Mortality is the single most important indicator of serious health problems in a population. By determining the cause of death, relief intervention can focus on the biggest health issues. Records should be kept on the number of dead, the cause of death and the age of the deceased. In spontaneous settlements, the number and size of shrouds given out indicates the approximate death rate and age of the deceased.

In displaced populations served by well-run relief efforts, overall mortality rates should not exceed 1.5 times those of the host population. An elevated mortality rate is a sign of an ongoing problem and should generate an investigation of the situation.

The following is a sample list of crude mortality rates in refugee populations and the baseline rate from the country of origin (expressed as deaths per 1,000 persons per month):

### CRUDE MORTALITY RATES

<u>Month/year</u>	<u>Host country</u>	<u>Country of origin</u>	<u>Normal rate of mortality</u>	<u>Rate for refugees</u>
Jun-Dec 78	Bangladesh	Burma	1.0	6.3
Oct 79	Thailand	Cambodia	2.5	31.9
Aug 80	Somalia	Ethiopia	2.0	30.4
Jan-Mar 85	Sudan	Ethiopia	2.0	16.2
Sep 85	Sudan	Chad	1.6	24.0
Jan-Jun 87	Malawi	Mozambique	1.5	1.0
Sep 88-Aug 89	Ethiopia	Somalia	1.8	3.8
Jul 90	Ethiopia	Sudan	1.7	6.9
Jun 91	Ethiopia	Somalia	1.8	14.0
Apr 91	Turkey	Iraq	0.7	12.6

The following table shows sample mortality rates among selected internally displaced populations:

### SAMPLE MORTALITY RATES

<u>Month/year</u>	<u>Country</u>	<u>Normal rate of mortality</u>	<u>Rate for Displaced</u>
Nov 82-Oct 83	Mozambique	1.4	8
Oct-Dec 84	Ethiopia (Korem)	2.0	60-90
Oct 84-Jan 85	Ethiopia (Harbu)	2.0	147
Jul 1988	Sudan	1.7	90
Jan-Dec 90	Liberia	1.1	7.1

## STANDARDS

Death rates exceeding 2.0 deaths per 10,000/day indicate a serious situation and immediate actions should be taken. In general, even initially high mortality rates should fall to or below one per 10,000/day within four to six weeks of the start of an adequate basic support program (sufficient food and water, simple health care, etc.) Rates that stay above that level should be cause for concern. Since death rates in squatter settlements may be above the national level, comparison of settlement death rates with local baseline data is important.

Because the number of deaths changes every day, mortality rates used in the analysis should be the one-week or one-month average.

## PROCEDURE FOR CALCULATING MORTALITY

The following equation can be used to calculate mortality rates:

$$\text{Death rate} = \frac{\text{number of deaths} \times 10,000}{\text{number of days} \times \text{population}} = \text{deaths per 10,000/day}$$

Example: If 21 deaths have occurred over a seven-day period in a population of 5,000 people,

$$\text{Death rate} = \frac{21 \times 10,000}{7 \times 5,000} = \frac{210,000}{35,000} = 6$$

This is expressed as 6.0 deaths per 10,000.

## DATA TO REPORT

- Death rate per 10,000:
- Over what time period:
- Percentage of children under five years old:
- Cause of most deaths:
- Method of body disposal:

## DISEASE AND INJURY

Displaced persons on the move or in settlements face both the normal disease and injury risks associated with life in a developing country as well as the risks stemming from displacement, such as overcrowding, human-rights abuses, war wounds, poor sanitation, lack of access to health programs and undernutrition.

### DISEASE CONTROL PRIORITIES

To help control disease, two steps should be taken:

1. *Detection.* Establishing a simple surveillance system to detect and confirm diagnosis is the first step.
2. *Analysis.* The relative importance of diseases can be assessed by determining certain characteristics:
  - Prevalence: how common is the disease, what is the risk factor in the disease or the susceptibility to disease? This is determined by dividing the number of cases of a disease by the total population at risk. Not all people are equally at risk of a disease; for example, children are more susceptible to disease than adults. Some diseases, especially measles, are so dangerous that only one detected case is of concern.
  - Severity: is the disease or condition potentially life threatening or permanently disabling, such as blindness from Vitamin A deficiency, or is it mild?
  - Responsiveness to control measures: can currently available control measures reduce disease incidence, prevalence, severity or mortality?

The following table outlines a number of potentially serious infectious and non-infectious disease/health problems found in refugee and displaced-person populations and appropriate actions for anticipation and intervention. The list is not all-inclusive; certain health conditions may develop depending on local circumstances.

#### Micronutrient Deficiency Diseases

scurvy	xerophthalmia	beriberi
pellagra	iron deficiency anemia	kwashiorkor
marasmus		



## Communicable Diseases

measles  
tuberculosis  
hepatitis  
dengue fever  
typhoid

diarrheal diseases  
malaria  
meningitis  
influenza  
small pox

cholera  
acute respiratory infections  
yellow fever  
typhus

## Other Health Problems

wounds  
gangrene

food poisoning  
tetanus

rabies  
bites from rodents, snakes, and insects

Injuries may result from accidents en route, human-rights abuses or violence resulting from conflict. Evidence of human-rights abuse should be carefully documented.

## INFORMATION TO REPORT

### Segregated Settlements

Most-common illnesses:

Percentage of displaced with the above illnesses:

Surveillance level:

Methods of treatment:

Health care available:

Adequacy of medical supplies:

Immunization status:

Most-common injury:

Particular health problems (human-rights abuses, sanitation, overcrowding, lack of staff, facilities, vaccines, cold storage):

### Integrated Settlements

Most common illnesses:

Approximate number with the above illnesses:

Surveillance level:

Health care available:

Immunization status:

Particular health problems (human-rights abuses, sanitation, overcrowding, lack of access to health care):

## VACCINE COLD CHAIN

The cold-chain system of protecting vaccines by refrigeration is crucial to any immunization program. Cold-chain failure causes vaccines to become weak or inactive, leaving recipients unprotected. The following principles apply to every cold chain:

- Clearing customs can be a major source of problems for imported vaccines, since many are left unrefrigerated in the customs area.
- Primary and secondary storage facilities should have temperature alarm systems and emergency generators.
- Vaccine control cards should be posted on the refrigerator or cold-room door. Temperature should be checked twice daily and noted on the cards.
- A cold box or other form of refrigeration should be used to transport vaccines during the entire voyage.
- Vaccines should be stored on central shelves of refrigerators, not on refrigerator doors.
- DPT vaccine and tetanus toxoid should never be frozen.
- Vaccines should be wrapped in foil for field use.
- Vaccines beyond their expiration dates should not be stored with current vaccines.

## INFORMATION TO REPORT

- Cold-chain and cold-storage availability (type, location):
- Breakdown in the cold chain:

## NUTRITIONAL STATUS AND SPECIAL FEEDING

Inadequacies in the food supply are detected by observing nutritional status and consequent increased occurrence and severity of nutrition-related illnesses, such as diarrhea, measles and beri-beri.

### STANDARDS

In children from 12 months to five years, an arm-circumference reading of 13.5 cm. or better is satisfactory. Readings between 12.5 and 13.5 cm. indicate malnutrition. Readings of less than 12 cm. indicate severe malnutrition.

Occurrence of certain nutrition-related illnesses also indicates an ongoing problem, as the following chart shows:

<u>Illness</u>	<u>Dietary Deficiency Or Problem</u>	<u>Possible Outcome</u>
Kwashiorkor	Calories, protein	Death
Marasmus	Calories	Death
Xerophthalmia	Vitamin A	Blindness, death
Beri-beri	Vitamin B	Death
Scurvy	Vitamin C	Severe joint disease, death
Pellagra	Niacin	Dementia, death
Severe Measles	Severity due to overall malnutrition	Death
Malnourished children (less than one year)	Insufficient breast feeding and/or excess use of feeding bottles	Death

## INFORMATION TO REPORT

### Segregated Settlements

- Nutritional status of new arrivals:
- Percentage of malnourished children:
- Number of cases of marasmus, kwashiorkor, xerophthalmia, beri-beri, scurvy, pellagra:
- Type of food assistance provided:
- Special feeding centers (type, level of operation):
- Number and type of people served per day:
- Type of supplemental/therapeutic rations provided:
- Number of calories/person/day:
- Adequacy of special feeding program supplies:
- Particular nutritional and feeding program problems (lack of staff or outreach, unsanitary conditions, inadequate or erratic supplies for special feeding programs):

### Integrated Settlements

- Nutritional status:
- Estimated percentage of malnourished children:
- Presence of marasmus, kwashiorkor, xerophthalmia, beri-beri, scurvy, pellagra:
- Assistance being provided:
- Particular nutritional and feeding program problems (lack of assistance to vulnerable population, food deprivation for children and women):

## **RATIONS**

Food may be the most critical problem facing displaced persons. Inadequate food supplies quickly result in childhood malnutrition followed by increased death rates.

The mix of food provided to displaced persons by relief agencies is called the food basket. It is critical to ascertain what people are actually eating, not what may be available in the warehouse or is undistributed.

## **STANDARDS**

### **Segregated Settlements**

A recommended minimum for displaced persons in these circumstances is 2,300 calories/person/day for the entire population, including children. Levels under 1,500 calories/person/day are directly associated with increases in deaths from starvation and nutrition-related diseases. Rations during the emergency must contain oil, a staple grain and a source of protein.

Increased activity, such as heavy labor or migration on foot requires more calories, as does a high rate of illness or recent starvation in the population.

### **Integrated Settlements**

In settlements, the displaced will receive most of their food from community sources. Evidence of severe malnutrition requires an increase in bulk rations.

## **INFORMATION TO REPORT**

### **Segregated Settlements**

- Number of calories/person/day:
- Content of the food basket:
- Deficiencies (what, who):
- Presence of food animals:
- Percentage of food purchased on local market:
- Vulnerable group feeding programs:

## Integrated Settlements

- Calories/person/day:
- Content of the food basket:
- Deficiencies (what, who, where):
- Presence of food animals:
- Origination of food supplies (bulk rations, community, market):
- Food on market (quantity, quality, access, price, distance):
- Relative price of food to income:

## FOOD DISTRIBUTION

The method and timing of food distribution is as important as the amount and quality of food. In some cases, distribution of too much food at one time can be as harmful as too little food. If the amount of food in the pipeline appears adequate, yet malnutrition is still present, it is important to check the distribution system and schedule. Common problems include:

- *Theft.* Displaced persons or other workers involved in the distribution may be stealing a portion of the food. This can usually be detected by measuring the amount of food families are receiving and by interviewing households.
- *Diversions.* Displaced persons may be diverting a portion of their rations to send to relatives or to combatants back in their hometowns (a more common practice when settlements are close to the conflict zone). This can be detected by checking food levels in the home one or two days after distribution and/or by observing departures from the camp during the same period.
- *Hoarding.* If the distributions are not regular, people may hoard the food, not consuming all of it for fear more may not be coming. This can be detected by household survey. Only regular ration distributions can correct this problem.
- *Sale.* Displaced persons may be forced to sell a portion of their rations to obtain cash, goods or services they think are critical. The most common reasons for selling food are:
  - To purchase water
  - To pay for milling grains
  - To raise money for purchasing other supplies
  - To raise money for paying "protection" or bribes

The significance of the amount being sold can be determined by talking with local merchants, observing relief goods in nearby markets and interviewing camp administrative personnel.

- *Rapid Consumption.* Hungry people may have trouble limiting or rationing their supply of food. This can be a major problem in the early stages of an operation, especially for new arrivals who may eat their entire ration within a few days of receiving it. This may be compounded by relief officials who, in an effort to reduce the administrative burden, may issue large amounts of food (up to 30 days' worth) to each family. When people consume the food early in the distribution cycle, they may end up with no food for a significant time before the next distribution. For people who are severely malnourished, this can be critical.



## APPROACH

The monitoring and control of distribution problems depends on a simple distribution system with a timely interval. A ration interval of 7 to 10 days is the most practical and reduces the amount of food on hand to levels that can be monitored throughout the pipeline. Distributing food in bulk through traditional community leaders provides a convenient way to monitor the distribution levels and pinpoint thefts and diversions.

## INFORMATION TO REPORT

(For all types of settlements)

- Number of people receiving bulk distribution:
- Regularity of distribution:
- Method of distribution:
- Amount and type of bulk food:
- Origination of bulk food (import, local purchase):
- Adequacy of supply:
- Distribution logistics problems (customs, transport, warehousing):
- Problems in distribution (shortfalls, theft, diversion, hoarding, sale, poor quality, rapid consumption):
- Payment programs:

## WATER QUANTITY

People need water not only for drinking but also for cooking, washing utensils and clothes and bathing. If average water supplies fall below certain levels, problems of skin disease, diarrhea and, finally, dehydration may occur.

### STANDARDS

The supply of water to displaced persons in an emergency should be no less than 10 liters/person/day. As soon as the initial emergency is over and there is a significant decline in the number of new arrivals, the amount should be no less than 15 liters/person/day.

### ANALYSIS PROCEDURES

To determine whether water supplies are adequate, determine the source of the water. Possible sources include:

- *Flowing rivers.* If the camp is adjacent to a flowing river, the quantity of water should not be a problem.
- *Intermittent streams, ponds, small lakes or open wells.* It is important to determine how much water people are able to gather and store in their shelters and whether bathing and washing take place where drinking water is drawn. If bathing and washing are not done at the shelter, the amount of water available to each family should not be less than five liters/person/day. If washing and bathing takes place at the shelter, the amount of water available should be approximately 10 liters/person/day.
- *Pumped water wells.* If water is drawn from wells with pumps, determine the volume available from each pump per day and divide by the total number of people. The amount of water available should not be less than 10 liters/person/day.
- *Water deliveries.* If water is delivered to the site by truck, cart or tanker, determine the volume delivered each day and divide by the total number of people. The amount of water available should not be less than 10 liters/person/day.
- *Piped water.* If water is obtained from a municipal water system, it is important to note the number of water taps. If people are forced to line up throughout the entire day, additional taps may be needed. Remember to check whether the water flow is constant, rationed at certain hours or intermittent.

## ANALYSIS PROCEDURE

The following equation can be used to determine the amount of water available per person per day:

$$\text{Water/person/day} = \frac{\text{total liters available daily from all sources}}{\text{total number of people}}$$

### Integrated Settlements

Since all inhabitants pay for water, it is important to determine the following:

- Price per liter
- People's ability to pay for water
- Availability of supply (Is there enough to handle the influx of new people? Strain on the water supply can lead to conflict between local inhabitants and the displaced.)
- Methods of delivery

## INFORMATION TO REPORT

### Segregated Settlements

- Amount of water/person/day:
- Sources:
- In-house storage:
- Possibility of expansion of services:
- Particular quantity problems (access, cost, logistics):

### Integrated Settlements

- Amount of water/person/day:
- Sources:
- Cost to displaced:
- In-house storage:
- Possibility of expansion of services:
- Assistance provided:
- Particular quantity problems (access, cost, availability):

## WATER QUALITY

Pure water is needed for drinking, cooking and washing eating utensils. Water that is not pure but generally clear may be used for bathing and washing clothes.

Purified water may be obtained by:

- *Boiling.* This requires adequate fuel and containers for boiling.
- *In-home filtering.* This requires a filtering device.
- *Adding chemicals, such as bleaching powder or water purification tablets, in the home.* This requires an adequate supply of chemicals or tablets.
- *Adding chlorine at water tanks where people receive water.* This requires clean water-storage and distribution tanks and people to inspect and clean the tanks and treat the water.
- *Adding chlorine to water at the source before delivering it to the camp site.* This requires a team to inspect and clean the water tankers before they are filled and to treat the water before or after it is put in the tanker. If the water is put in tanks for distributing to the people, a second team is needed to maintain the water tanks.
- *Drawing water from a clean source.*

## ANALYSIS PROCEDURE

Having an unusually high percentage of children and adults ill with or dying from diarrhea may indicate a contaminated water problem. If more than 25 percent of the population reports on the household survey that they have diarrhea, further analysis should be undertaken.

## INFORMATION TO REPORT

### Segregated Settlements

- Adequacy of water quality:
- Methods of treatment:
- Quality of water at source:
- Percentage of displaced with diarrhea:
- Particular water-quality problems (contamination in camp, etc.):

## Integrated Settlements

- Adequacy of water quality:
- Methods of treatment:
- Presence of water-quality illnesses:
- Particular water-quality problems (contamination at source, storage contamination, inadequate purification ingredients):

## SANITATION

Inadequate refuse disposal systems can result in water contamination. Acceptable sanitation methods may include:

- *Public sewer system.* Flush toilets may be in-house, communal or public facilities. These can easily be overloaded in crowded living conditions. A breakdown or inadequate cleaning can cause immediate water fouling. Maintenance is required.
- *Pit latrines.* Locations for pit latrines should be closely scrutinized to avoid water-table contamination. An ample number of latrines should be dug to provide for anticipated population influx. Maintenance is required to assure cleanliness and sufficient capacity.
- *Bucket latrines.* Appropriate locations for dumping refuse must be provided away from areas where water-table contamination could occur; the dumping areas should be large enough to accommodate an influx of new arrivals.

## INFORMATION TO REPORT

### Segregated Settlements

- Method of refuse disposal:
- Adequacy of method:
- Particular sanitation problems (insufficient latrines; latrines not used; inadequate location, maintenance, lighting):

### Integrated Settlements

- Method of refuse disposal:
- Adequacy of method:
- Evidence of water contamination from feces:
- Particular sanitation problems (cleanliness, insufficient latrines, water contamination, animal-feces contamination):

## SHELTER

Adequate shelter during the initial emergency is an important concern in areas where people are exposed to cold or rainy conditions. In dry, arid areas, shelter is less critical. Tents or other forms of imported shelter should only be used as a last resort, since there is little opportunity for employment and dependency on relief may develop. Instead, the displaced should be given building materials to provide their own shelter in settlements where they may find work.

To determine the parameters for shelter requirements, the following should be determined:

- *Protection from the environment:*
  - Do the roofs provide adequate protection from rain?
  - Are shelter sites safe from flooding?
- *Overcrowding.* Each family should have private space equivalent to approximately 3.0 square meters per person. During the emergency, any form of habitation is acceptable if:
  - The space standard can be met.
  - Some degree of privacy can be given to each family.
  - Adequate ventilation can be provided.

## TYPES OF SHELTERS

There are many ways to provide shelter. Among them are:

- *Self-built shelters:* normally one-room structures built from scavenged materials such as cardboard, plastic sheeting, cane, bamboo or sticks.
- *Emergency shelter units:* shelters provided by relief agencies such as tents, prefabricated-shelter units or wood frames covered with plastic sheets.
- *Temporary shelter in large buildings:* warehouses, schools, barracks, etc.
- *More permanent structures:* structures built of durable materials, such as wood, cement block, adobe, brick or metal sheeting designed to provide long-term shelter.
- *Scattered-site housing:* families sheltered in existing housing or living with others.

Any of the above shelters may be considered adequate if the space and protection standards are met. The long-term suitability of each type should be considered, however, and tents and other short-term shelter units should be used only in dire emergencies because of their high cost and poor durability. Permanent-shelter options should be considered immediately if a long-term settlement might be established at the initial camp site.

## CAMP SITE

Temporary living establishments tend to become permanent. Therefore, considerations (in order of priority) for selecting a site for a displaced-persons camp include that the site be:

- Near a reliable supply of water
- Near a good, all-weather road ensuring all-year access
- Reasonably safe from armed attack from outside the camp
- Dry and safe from flooding
- Located where latrines can be dug without polluting the drinking water supply
- Large enough to hold all displaced persons (including anticipated arrivals) without overcrowding

Seven and a half square meters is the minimum space required per person in a camp. That amount provides adequate space for shelters, roads and paths as well as for administrative, health, feeding and supply facilities. It also permits firebreaks to be installed. A smaller area per person results in overcrowding and has been shown to increase health, social and administrative problems.

Determine the total number of square meters available and divide by the total number of people who are expected to occupy the site. If the computation indicates less than 7.5 square meters per person, the space is not adequate to meet all the needs of a temporary settlement.

## INTEGRATED SETTLEMENTS

Overcrowding is a serious problem because it stresses existing water and sanitation services, encourages the spread of disease and furthers contention between ethnic groups. Three square meters per person allows adequate personal space.

The following factors must be considered:

- *How refuse is being disposed.* Consider the pre-existing sanitary system and what is used by other community members. Determine the adequacy of that method.
- *Availability of water.* Is the price of water higher than most displaced persons can afford? Are the pre-existing services over-taxed? Is there an adequate supply of water for newcomers? Is the quality of water deteriorating?
- *Spread of disease.* If the immunization system is inadequate or has been interrupted, one case of measles could cause an epidemic in overcrowded living conditions.
- *Adequacy of food.* New arrivals will get a large portion of their food from the community. Overcrowding can diminish the available portions per person. Consider the availability of food on the market, the expected harvest, the price of food.



- *Flood plain.* Determine whether the settlement is in a flood-prone area.
- *Type of construction materials used.* Are the shelters constructed of salvaged materials, such as corrugated iron sheeting, timber and straw? Are these materials appropriate for the environmental conditions?
- *Possibility of subsidizing materials.* Subsidized building materials, such as roof sheets, boards, wire and nails, promote better housing and maintenance. Some items, such as corrugated iron sheets, can be salvaged and taken along if the owners move.

## INFORMATION TO REPORT

### Segregated Settlements

- Growth rate:
- Type of shelters and construction material:
- Possibility for expansion:
- Adequacy for weather conditions:
- Average floor space per person:
- Adequacy of ventilation:
- Threat of outside attack:
- Particular shelter problems (refuse disposal, water, flooding, overcrowding):

### Integrated Settlements

- Construction of shelters:
- Average space per person:
- New construction:
- Subsidized materials:
- Assistance provided:
- Growth rate:
- Overcrowding issues (water, food, refuse disposal, violence, disease):
- Particular shelter problems (inadequate for weather, existence of rodents):

## LOGISTICS

Logistics entails the safe transport and storage of food, medicine and non-food items. Considerations include:

- How long are goods in the pipeline?
- Are resources adequate to move the volume of supplies needed?
- Who is coordinating logistics? Is there central coordination, or does each sector or agency supply its own?
- What is the cost of transportation per ton? Per mode?
- Is an adequate cold chain being maintained?
- Where are the bottlenecks?
- Is there an adequate supply of fuel?
- Where are the safety problems?
- Is it the most effective and efficient means of transport?
- Is the location of storage facilities efficient for distribution?

Ground transport should be used instead of air to deliver relief supplies, except where it is impossible. Truck convoys can deliver far more goods at a much lower cost than aircraft, often in the same amount of time. Airlifts should be reserved for areas that are inaccessible by road (due to mines, obstructing conflict or remoteness) and for limited emergency operations requiring quick delivery of a small amount of goods.

## INFORMATION TO REPORT

- Transportation used (type, location):
- Adequacy of transportation:
- Availability of fuel:
- Breakdowns and bottlenecks:
- Inaccessible areas:
- Storage used (type, size, location, adequacy):
- Costs (how much/ton, who pays):
- Person/agency coordinating logistics:
- Particular logistical problems:

## REPORTING

The report of the assessment findings to DHA, UNDRO and others should be:

- *A consensus.* It should contain multi-sectoral findings and response strategies that have been agreed upon by local and national authorities, the donor community and operational agencies.
- *Accurate.* All information should be crosschecked.
- *Concise.* It should contain only that information that is essential to understanding the condition of the displaced persons.
- *Useful.* The analysis of the assessment should pinpoint areas of concern that need to be addressed.
- *Pro-active.* It should offer recommendations for actions addressing specific concerns.
- *Widely disseminated.* The information obtained should be distributed to as wide an audience as possible to offer as complete an understanding to the international community as possible.

The assessment report should take the following UNDP field sitrep format. Subsequent sitreps need only contain changes in previous information and new, relevant items:

To: UNDRO Geneva

From: (Resident coordinator/representative)

Disaster Field Sitrep Number: (begin with 01)

Date:

1. General situation (summary of displaced persons situation gathered from the general checklists)
  - Nature of the situation (political/military, magnitude)
  - Area affected (location of displaced and of violence)
  - Numbers of people and ethnic makeup affected
  - Impact
  - Technical summaries (from analysis):
    - Deaths
    - Disease and injury
    - Cold-chain situation
    - Nutritional status and special feeding programs
    - Rations
    - Food distribution

- Water quantity
  - Water quality
  - Sanitation
  - Shelter
  - Economy and labor
  - Logistics
- Projected evolution (expected developments, situation analysis)
2. National response
- Organization (authorities responsible for displaced, coordination structure, etc.)
  - Administrative measures (attitude toward displaced, position declaration, intention to hold displaced in, etc.)
  - Operations (actions taken, such as services provided, resources committed, camps established, garrison towns controlled, etc.)
  - Plans
  - Constraints (financial, political, etc.)
3. Country-level international response (refer to specific technical sector)
- Resources mobilized/contributed locally (funds; materials; transport; personnel including who, amount, destination; specific activities of organizations)
  - UN-DMT and agency actions (operations conducted by all international agencies)
  - Coordination (structure of coordination between government, UN agencies, NGOs and donor countries and significant events and decisions)
  - Plans (intentions of various organizations)
  - Constraints (operational, political, logistical, etc.)
4. Requirements for international assistance
- Government requests

- Priority unmet needs (list in subheadings of technical summaries in item No. 1). Include:
  - Exact type and quantity
  - Number and qualifications of foreign personnel, period of assignment and equipment and supplies to be brought
  - Contact of person/agency who defined requirements
  - Target arrival date (TAD)
  - Local availability of items, cost of purchase and delivery
- 5. Channels for delivery of international aid
  - Cash contributions (to whom, bank account number)
  - In-kind contributions
  - Consignee address
  - Clearance formalities, costs, delays
  - Details of port and airport facilities used for relief
  - Accessibility to displaced persons
- 6. International pledges and contributions (new pledges and state of previous pledges -- arrival date, estimated time of arrival (ETA) or unconfirmed contribution)
- 7. Other information
  - Field office contacts (name, title, phone numbers)
  - Expected date of next report
  - Recommendations, considerations

## COORDINATION

Although the national government is ultimately responsible for its displaced persons, its involvement in the conflict may preclude adequate care. At the country level, the resident coordinator/representative and the UN-DMT are the essential UN coordinating institutions. The good offices of the UN should be made available for the coordination effort. As team leader and chairperson of the UN-DMT, the resident coordinator/representative's responsibilities include:

- Pro-active gathering, sharing and disseminating information
- Developing and maintaining common standards and protocol
- Developing and maintaining a priority of needs
- Mobilizing required resources
- Preventing duplication of efforts and promoting efficient use of resources
- Problem-solving with the national government and assisting agencies
- Encouraging discussion, decision-making and consensus
- Long- and short-term planning
- Convening a forum of all agencies involved, including UN, NGOs, donor countries, the ICRC and the national government
- Liaising with national government authorities
- Informing UNDRO and other UN agencies of situations and needs

Because conflict situations involving displaced persons are likely to require protracted assistance, preparation for extended duration should begin at the onset.

## FIELD COORDINATION

The resident coordinator/representative must have a field officer to:

- *Report on field operations.* He/she should be fully informed on the technical aspects of the relief efforts and communicate continually with the resident coordinator/representative. He/she should be pro-active in gathering information and sending news, changes and problems back to headquarters.
- *Liaise between NGOs and the government in the field and foster good working relationships between agencies*
- *Maintain standards and protocols*
- *Trouble shoot*

## COMMUNICATION

The resident coordinator/representative is responsible for ensuring communication both horizontally between sectors and vertically between government and donors as well as between NGOs and donors.

### Horizontal communication

The resident coordinator/representative should ensure that NGOs and UN agencies in each sector (water, sanitation, immunizations, supplemental feeding, etc.) and the Red Cross communicate via regular organizational meetings to:

- Foster agreement on common approaches including:
  - Establishing minimum standards
  - Establishing agreed protocols
  - Record keeping
  - Registration
- Identify problems
- Prevent overlap
- Educate new NGOs
- Coordinate technical and logistical needs

### Vertical communication

The resident coordinator/representative should receive information gathered in the field by relief agencies and the government and send it up the chain to all donor countries. Communication should be in the form of:

1. Situation bulletins including:
  - Lists of who is doing what
  - Standards used
  - Priorities
  - Changes in the conflict
  - Changes in relief strategy
  - Decisions made

2. Regular meetings of donors and relief agencies, including:

- Information sharing
- Dissemination of reports
- Discussion of funding issues

## DISPUTE RESOLUTION

As UN spokesperson, the resident coordinator/representative will be responsible for dispute resolution between the national government, NGOs and donor countries as well as between NGOs. Wherever possible, consensus should be achieved, and NGOs must be able to maintain their independence.